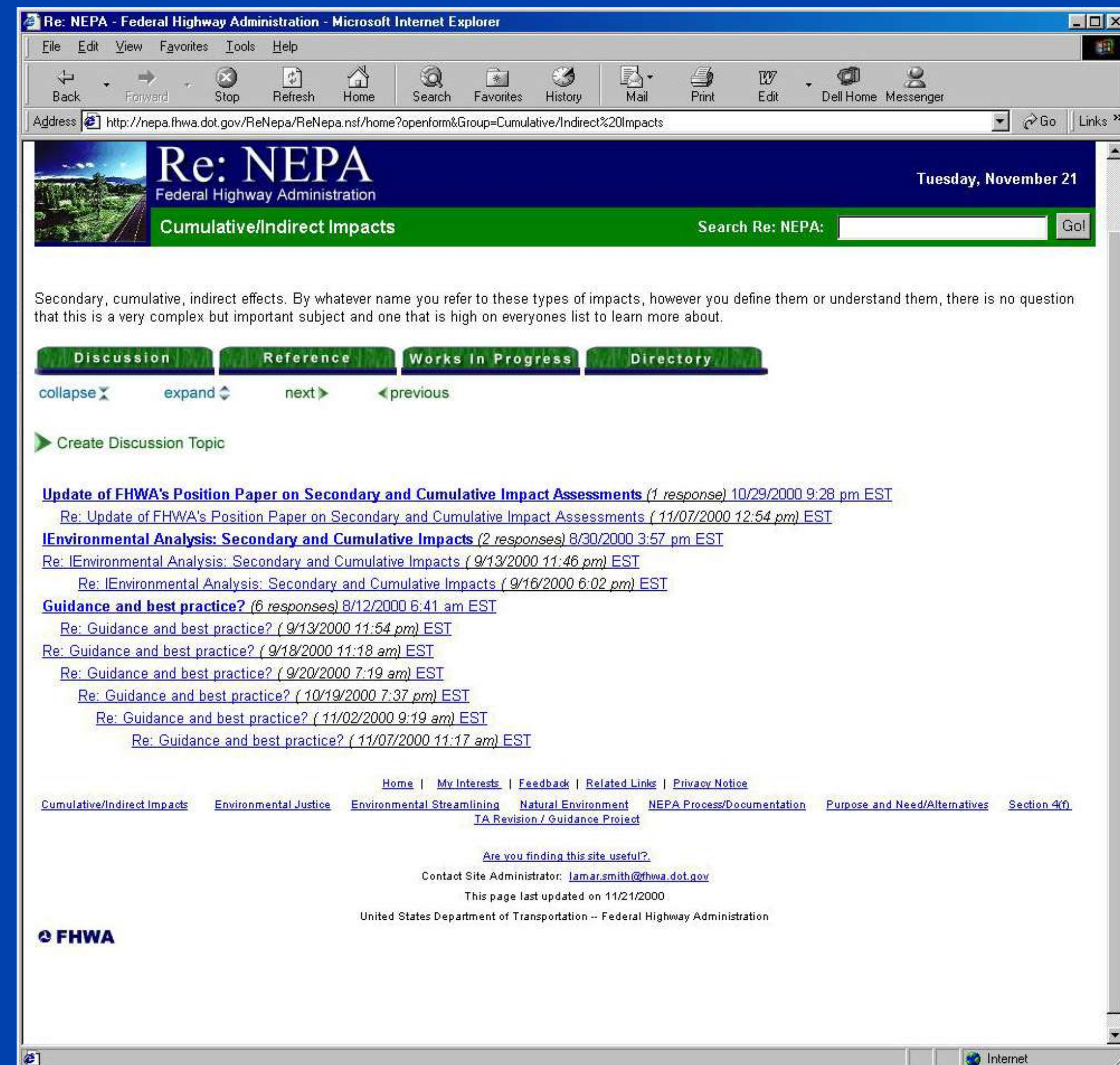




Building Communities of Practice for Knowledge Exchange



Networks of People

- n Instant network of professionals with common interests and goals
- n Voluntary and self directing—not a new organizational structure
- n Knowledge flows across geographic and organizational boundaries
- n Widely shares specialized or unique expertise and experiences

Customer Focus

- n FHWA provides leadership for capture and exchange of lessons learned/best practices among customers/partners
- n New means of customer access to FHWA knowledge and services
- n Engage customers/partners to understand their needs, gather feedback and build partnerships
- n Creates enhanced knowledge base to respond to customer requests and speed replies

Organizational Learning & Employee Development

- n Communities learn and work using collective experience
- n Timely learning—knowledge when you are ready to apply it
- n Build competencies and skills as knowledge is exchanged
- n Speeds organization along learning curve for new activities
- n Retain institutional knowledge as staff retires/resigns
- n Enable new staff to be productive quickly



Virtual Home Base

- n Topic area home base for FHWA staff or larger highway community
- n Access to information, collaboration, feedback, and people in areas of critical business need
- n Continue knowledge exchange between face-to-face meetings
- n Email service notifies users of additions to knowledge base

A new way of working to provide the wealth of knowledge in FFWHA to any individual and every customer and stimulate innovation in our core business functions.